

Message: RE: December Invoice Issues

✉ RE: December Invoice Issues**From** Kristen M. Setterlund, MSW,
LCSW**Date** Thursday, January 19, 2017
4:14 PM**To** Kraft, Emily**Cc****Journal Recipients** Emily.Kraft@oa.mo.gov

 **image001.gif** (4 Kb HTML)  **image006.jpg** (10 Kb HTML)  **image007.jpg** (1 Kb HTML)
 **image008.jpg** (1 Kb HTML)  **image009.jpg** (1 Kb HTML)  **image010.jpg** (1 Kb HTML)

Hi Emily,

It turns out the worker caught the error for [REDACTED] below and updated it last night, which is why I couldn't find it.

Thanks,

Kristen

Kristen M. Setterlund, MSW, LCSW
Program Manager
Lutheran Family and Children's Services of Missouri
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From: Kristen M. Setterlund, MSW, LCSW
Sent: Thursday, January 19, 2017 2:46 PM
To: 'Kraft, Emily'
Subject: FW: December Invoice Issues

Hi Emily,

Our responses are below.

Thanks,

Kristen

Kristen M. Setterlund, MSW, LCSW
Program Manager
Lutheran Family and Children's Services of Missouri
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From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]
Sent: Wednesday, January 18, 2017 11:17 AM
To: Kristen M. Setterlund, MSW, LCSW
Subject: December Invoice Issues

Hi Kristen,

After reviewing your invoice, I noticed the following issues:

- [REDACTED] – Client was due 3/22/16, but has no birthing outcome. Please have CM enter this data. **This birthing outcome has been entered.**
- [REDACTED] – Client appears to have two gas bill assistance charges for the same amount. Is one of these a duplicate? **The duplicate entry was deleted.**
- [REDACTED] – Looks like the professional CM home visit paid by another source is showing up on this invoice, when it shouldn't. If it's truly paid by another source, the actual cost should be \$0, but if it's not paid by another source, it should just be billed like a regular CM session. Also, the service description looks like it may actually be a utility payment. Please advise. **I wasn't able to find this under [REDACTED]. Could you let me know the date of the entry?**
- [REDACTED] – The service description for the supplies charge says "clothes." If these are clothes for the client, then this should be entered as clothing. If this is clothing for the infant, you can leave it as supplies, but please clarify that in the service description. **This was clothing for the infant and has been updated to reflect what was purchased. Also, I also forgot to tell you that we have set an internal cap on the amount of supplies that can be purchased per client, but some purchases had already been made at the beginning of December such as this one.**
- [REDACTED] – The A2A program is unable to reimburse for medical services. This will need to be removed from the invoice. **This client was already discharged, so would you be able to reinstate her so we can remove this charge?**

After the changes have been made, please send a new signed cover page.

Thanks!

Emily Kraft

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